

保护家庭及儿童服务课	电话	传真	电邮	Family and Child Protective Services Units	Tel No.	Fax No.	Email
保护家庭及儿童服务课(中西南及离岛) 地址: 香港湾仔轩尼诗道130号修顿中心23楼2313室	2835 2733	3107 0051	fcpsucwsienq@swd.gov.hk	Family and Child Protective Services Unit (Central Western, Southern and Islands) Address: Room 2313, 23/F, Southorn Centre, 130 Hennessy Road, Wan Chai, Hong Kong	2835 2733	3107 0051	fcpsucwsienq@swd.gov.hk
保护家庭及儿童服务课(东区及湾仔) 地址: 香港北角渣华道333号北角政府合署2楼229室	2231 5859	2164 1771	fcpsuewenq@swd.gov.hk	Family and Child Protective Services Unit (Eastern and Wan Chai) Address: Rm. 229, 2/F, North Point Government Offices, 333 Java Road, North Point, Hong Kong	2231 5859	2164 1771	fcpsuewenq@swd.gov.hk
保护家庭及儿童服务课(观塘) 地址: 九龙观塘观塘道410号观点中心21楼2101室	3586 3741	2717 7453	fcpsuktenq@swd.gov.hk	Family and Child Protective Services Unit (Kwun Tong) Address: Unit 2101, 21/F, Kwun Tong View, 410 Kwun Tong Road, Kwun Tong, Kowloon	3586 3741	2717 7453	fcpsuktenq@swd.gov.hk
保护家庭及儿童服务课(黄大仙及西贡) 地址: 九龙黄大仙正德街104号黄大仙社区中心3楼	3188 3563	3421 2535	fcpsuwtskenq@swd.gov.hk	Family and Child Protective Services Unit (Wong Tai Sin and Sai Kung) Address: 3/F, Wong Tai Sin Community Centre, 104 Ching Tak Street, Wong Tai Sin, Kowloon	3188 3563	3421 2535	fcpsuwtskenq@swd.gov.hk
保护家庭及儿童服务课(深水埗) 地址: 九龙长沙湾发祥街55号长沙湾社区中心地下	2247 5373	2729 6613	fcpsuspenq@swd.gov.hk	Family and Child Protective Services Unit (Sham Shui Po) Address: G/F, Cheung Sha Wan Community Centre, 55 Fat Tseung Street, Cheung Sha Wan, Kowloon	2247 5373	2729 6613	fcpsuspenq@swd.gov.hk
保护家庭及儿童服务课(九龙城及油尖旺) 地址: 九龙弥敦道405号九龙政府合署8楼803室	3583 3254	3583 3137	fcpsukcytmenq@swd.gov.hk	Family and Child Protective Services Unit (Kowloon City and Yau Tsim Mong) Address: Room 803, 8/F, Kowloon Government Offices, 405 Nathan Road, Kowloon	3583 3254	3583 3137	fcpsukcytmenq@swd.gov.hk
保护家庭及儿童服务课(沙田) 地址: 新界沙田上禾輦路1号沙田政府合署7楼716室	2158 6680	2681 2557	fcpsustenq@swd.gov.hk	Family and Child Protective Services Unit (Sha Tin) Address: Rm. 716, 7/F, Sha Tin Government Offices, 1 Sheung Wo Che Road, Shatin, New Territories	2158 6680	2681 2557	fcpsustenq@swd.gov.hk
保护家庭及儿童服务课(大埔及北区) 地址: 新界大埔墟乡事会街8号大埔综合大楼4楼	3183 9323	3104 1357	fcpsutpnenq@swd.gov.hk	Family and Child Protective Services Unit (Tai Po and North) Address: 4/F., Tai Po Complex, 8 Heung Sze Wui Street, Tai Po Market, New Territories	3183 9323	3104 1357	fcpsutpnenq@swd.gov.hk
保护家庭及儿童服务课(屯门) 地址: 新界屯门安定邨安定友爱鼠社区中心4楼	2618 5710	2618 7976	fcpsutmenq@swd.gov.hk	Family and Child Protective Services Unit (Tuen Mun) Address: 4/F, On Ting / Yau Oi Community Centre, On Ting Estate, Tuen Mun, New Territories	2618 5710	2618 7976	fcpsutmenq@swd.gov.hk
保护家庭及儿童服务课(荃湾及葵青) 地址: 新界荃湾西楼角路38号荃湾政府合署21楼	2940 7350	2940 6421	fcpsutkwtenq@swd.gov.hk	Family and Child Protective Services Unit (Tsuen Wan and Kwai Tsing) Address: 21/F, Tsuen Wan Government Offices, 38 Sai Lau Kok Road, Tsuen Wan, New Territories	2940 7350	2940 6421	fcpsutkwtenq@swd.gov.hk
保护家庭及儿童服务课(元朗) 地址: 新界元朗天水围天华邨华悦楼地下	2445 4224	2445 9077	fcpsuylenq@swd.gov.hk	Family and Child Protective Services Unit (Yuen Long) Address: G/F., Wah Yuet House, Tin Wah Estate, Tin Shui Wai, Yuen Long, New Territories	2445 4224	2445 9077	fcpsuylenq@swd.gov.hk

办公时间
 星期一至五 : 上午八时四十五分至下午一时 / 下午二时正至下午五时十五分
 星期六 : 上午九时正至中午十二时正

社会福利署热线服务 Social Welfare Departmental Hotline Service

热线电话	2343 2255	网址	http://www.swd.gov.hk	SWD Hotline	2343 2255	Website	http://www.swd.gov.hk
图文传真号码	2763 5874			Fax Enquiry Number	2763 5874		
<p>[社会福利署(社署)热线设有全日二十四小时运作的互动语音系统, 让来电者查询福利服务数据及索取数据传真。社署热线社工在指定时间内(星期一至星期五: 上午九时至下午五时, 星期六: 上午九时至中午十二时)当值, 为有需要人士提供实时辅导、支援和咨询服务, 并安排适切的跟进服务。社署热线社工当值时间以外(包括公众假期), 有需要的人士可选择将电话转驳到由东华三院营办的热线及外展服务队寻求社工协助, 亦可选择利用留言服务或向警方求助。]</p>							

24小时热线电话				24-hour Hotlines			
芷若园热线	18 281	网址	http://ceasecrisis.tungwahcsd.org	CEASE Crisis Centre Hotline	18 281	Website	http://ceasecrisis.tungwahcsd.org
向晴热线	18 288	网址	http://fcsc.caritas.org.hk	Family Crisis Support Centre Hotline	18 288	Website	http://fcsc.caritas.org.hk
和谐之家	2522 0434	网址	http://www.harmonyhousehk.org	Harmony House	2522 0434	Website	http://www.harmonyhousehk.org
恬宁居	2381 3311	网址	http://www.cfsc.org.hk	Serene Court	2381 3311	Website	http://www.cfsc.org.hk
维安中心	8100 1155	网址	http://www.poleungkuk.org.hk	Wai On Home for Women	8100 1155	Website	http://www.poleungkuk.org.hk
昕妍居	8100 1155	网址	http://www.poleungkuk.org.hk	Sunrise Court	8100 1155	Website	http://www.poleungkuk.org.hk
晓妍居	8100 1155	网址	http://www.poleungkuk.org.hk	Dawn Court	8100 1155	Website	http://www.poleungkuk.org.hk

保护家庭及儿童服务课

FAMILY AND CHILD PROTECTIVE SERVICES UNIT



服务对象

社会福利署保护家庭及儿童服务课，为受下列问题影响的儿童、个人及其家人提供服务：（一）虐待儿童、（二）虐待配偶 / 同居情侣、（三）管养或监护儿童争议、包括儿童掳拐事件。

服务宗旨

1. 预防虐待儿童及配偶 / 同居情侣事件的发生，并透过一系列的服务，帮助虐待儿童及虐待配偶 / 同居情侣事件中的受害人及其家人克服创伤，重过健康的新生活。
2. 为保障受到管养或监护事宜影响的儿童的利益，保护家庭及儿童服务课会向法院提交背景调查报告，并根据法庭的判令，监管受监护的儿童，并根据需要提供辅导及其他实质援助。

工作范围

1. 公众咨询服务

- 处理有关虐待儿童、虐待配偶 / 同居情侣及监护儿童问题的查询，并接受虐待儿童及配偶 / 同居情侣个案的举报。

2. 外展工作

- 于接获怀疑虐待儿童或虐待配偶 / 同居情侣个案的举报后，尽速提供外展服务，作初步评估。
- 提供实时危机介入。
- 若有需要，安排受害人前往医院接受身体检查及治疗或到其他适当地方接受临时照顾等。

3. 调查工作

- 主动接触在怀疑虐待儿童及虐待配偶 / 同居情侣个案中的受害人、其家人及有关人士，以了解其家庭背景、面对的问题和困难、受害人及其家人的意见，达致有效介入及治疗。
- 有需要时与警方进行联合调查怀疑虐待儿童个案。
- 透过多专业个案会议为受害人及其家人厘订福利计划。
- 协助法庭为有监护及探视儿童问题的个案提供背景调查及向法院提交建议。

4. 个案工作

- 提供法定监管、辅导服务，及统筹其他跟进服务，例如临床心理服务、庇护中心服务、经济援助、体恤安置、法律服务、就学和就业安排等。

5. 小组工作

- 为服务对象安排支援、教育或治疗小组。

6. 预防性工作

- 推行社区教育及宣传活动，提高市民对虐待儿童及虐待配偶 / 同居情侣问题的关注，提倡父母在离异后共同教养子女、并鼓励家庭暴力受害者及早求助。
- 加强地区有关服务单位的联系及合作，打击虐待儿童及虐待配偶 / 同居情侣问题。

接受服务办法

- 被虐配偶 / 同居情侣或儿童、其家庭成员或施虐者，均可直接联络或经有关机构转介至所属地区的保护家庭及儿童服务课接受服务。
- 有关管养或监护争议的家庭，及掳拐儿童个案，须经由法庭或其他法定机构根据有关条例转介。

退出服务办法

- 经服务使用者和负责社工双方同意，或在以下情况个案可以结束：
 - 虐待儿童或虐待配偶 / 同居情侣的情况已获改善。
 - 受虐儿童已达18岁或已长期不在香港居住。
 - 法庭就管养及监护安排已作出判决，或法定监管令已届期满。

Target Service Users

The Family and Child Protective Services Units of the Social Welfare Department provide services to children, individuals and main family members affected by the following problems: 1) child abuse, 2) spouse / cohabitant battering, 3) custody / guardianship disputes including child abduction matters.

Service Objectives

1. To prevent occurrence of child abuse and spouse / cohabitant battering incidents, help the victims and their family members overcome the trauma brought about by child abuse and spouse / cohabitant battering, and assist the families with the problems of child abuse and spouse / cohabitant battering restore normal functioning through a package of co-ordinated services to the victims, abusers and their family members.
2. To safeguard the interest of the children affected by custody/guardianship disputes through the provision of social investigation reports to the Courts and statutory supervision (as ordered by the Courts), counselling and other tangible services.

Service Scope

1. Public Enquiries

- To deal with enquiries concerning child abuse, spouse / cohabitant battering and custody/guardianship matters, and to receive reports on child abuse and spouse / cohabitant battering.

2. Outreaching Service

- To reach out to the victims and conduct initial assessment promptly upon receiving report on suspected child abuse and spouse / cohabitant battering cases.
- To provide crisis intervention.
- To arrange or escort the victims to receive medical examination or temporary care at hospitals or other institutions, if required.

3. Investigation

- To initiate contact and discuss with the victims of suspected child abuse, spouse / cohabitant battering, and their family members and parties concerned for understanding the family background, the problems/difficulties faced by the families and the views of the victims and the concerned family members / parties to facilitate intervention and treatment.
- To conduct joint investigation with the police on some of the suspected child abuse cases.
- To work out welfare plans for the victims and their families through multi-disciplinary case conferences.
- To assist the Courts to conduct social assessment on child custody and access matters and to make recommendations to the Courts.

4. Casework Service

- To provide statutory supervision, counselling and co-ordinate follow-up services such as clinical psychological service, refuge service, referral for financial assistance, compassionate rehousing, legal service, schooling arrangement and employment etc.

5. Group Work Service

- To organize supportive, educational or therapeutic groups for target service users.

6. Preventive Service

- To raise public awareness of the problem of child abuse, spouse / cohabitant battering and the importance of “co-parenting” after divorce and encourage individuals or families suffering from the problems of child abuse and spouse / cohabitant battering to seek early assistance through publicity and public education activities.
- To foster co-operation among various professionals in the district to combat child abuse and spouse / cohabitant battering.

Entry of the Service

- Victims of child abuse or spouse / cohabitant battering, abusers and their family members may approach or be referred by other agencies to the concerned Family and Child Protective Services Unit for assistance.
- Children and their families affected by custody / guardianship disputes or child abduction matter are referred for services by the Courts, Secretary for Justice or other concerned authorities in accordance with the relevant Ordinances.

Exit of the Service

- The service will terminate upon the mutual agreement between the service user and the social worker or under the following situations:
 - child abuse and / or spouse / cohabitant battering elements have subsided, or
 - victim of child abuse has reached the age of 18 or does not live in Hong Kong over a long period, or
 - the child custody / guardianship matters have been settled by the Courts or the Supervision Order granted by the Courts has expired.